

## WGHC's Committee of Management

As at 31st March 2019, there were 12 active Committee Members:

Lorna Brown (Chairperson)  
Jim Hemphill (Vice Chair)  
Marilyn Dickson (Treasurer)  
George Thomson  
Elizabeth Robertson  
Fiona Marshall  
Joe Moir  
Marilyn Sinclair  
Jon Douglas  
James Moir  
Donna Anderson  
George Nicol

During the year WGHC's Committee:

- \* carried out their Skills Audit Assessment with a independent consultant
- \* received three training sessions on Governance and the Scottish Housing Regulator's new Regulatory Framework and
- \* approved over 132 decisions and attended 12 meetings

All 12 Committee Members are volunteers who give up their own time to give back to the Community. Without their invaluable contribution, there would be no Co-op.

# GET INVOLVED!

## Want to Join the Committee?

Our board of directors is called the "Committee of Management". Unlike most social landlords all our committee members are tenants. We need an active committee to remain independent and viable. Without it local control would be lost.

There are usually 10 meetings per year, at 7pm on the second Wednesday of the month (except January and July).

To stand for election, you have to be a member of the Co-operative. With joint members, only the first named member is eligible. There are a few things which can make people ineligible

such as bankruptcy, debt or unspent convictions.

You need to get another member to nominate you. You can pick up a form at the WGHC office or one can be sent out. If you want to have a chat about it please contact Larke Adger. She can give you more information and answer any questions.

If there are more candidates than spaces then there will be an election at the AGM, but this is rare.



## Fill out Form

Completed forms must be returned to WGHC by Monday 26th August 2019.

West Granton Housing Co-operative Limited is a fully mutual co-operative housing association registered as a social landlord with the Scottish Housing Regulator (HAC 225); and is a registered society under the Co-operative and Community Benefit Societies Act 2014 (2357 RS).



## Key Moments & Staffing Changes in the Business Year 2018-19

- ♦ Larke Adger took up the position of Chief Executive Officer following the retirement of Gerry Gillies
- ♦ Alan McKee took up the post of Depute Chief Executive and Fiona McIntosh took up the post of Tenancy Manager
- ♦ West Granton Housing Co-operative became an accredited Living Wage Employer
- ♦ West Granton Housing Co-op joined ARCHIE (the alliance of registered co-operatives and housing associations in Edinburgh). ARCHIE is a partnership between 8 smaller Edinburgh social landlords looking to work on joint initiatives
- ♦ WGHC makes a surplus of £358,834 after taxation which is to be re-invested into its existing stock and services for the benefit of its tenants, repay loans and cover operating costs
- ♦ 100% of Tenants surveyed (200 tenants) stated they think their rent represents value for money and 100% said they were satisfied with the opportunities provided to participate in WGHC's decision making process
- ♦ WGHC donated and sponsored many local organisations in the community including a Welfare Rights Advisor at the Prentice Centre, local art classes, the Pilton Youth & Children's Club and a heart defibrillator to Craigryston Boys Football Club



## WGHC's 29th AGM

Monday 2nd September 2019 7pm

## The Chairperson's Report 2019



*"I am delighted to report to you in my fourth year as Chairperson."*

**Lorna Brown**  
Chairperson &  
Founder member

Of course, nothing would be possible if WGHC was not run on an efficient and effective basis. It is only by delivering a surplus that is reinvested in our stock and our services that we can continue to make a difference to the community that we serve.

I am therefore pleased to report that our organisation remains financially stable. WGHC made a surplus, after taxation of £358,834 and as at 31st March 2019 the cash in the bank was £1,939,521 which demonstrates there are plenty of cash reserves. In addition, the Creditors total has gone down owing to the fact that WGHC paid back development grant funding of £243,793 which had been sitting as a debt for the past 5 years. Our external Auditors, Alexander Sloan, identified no areas of financial concern.

During the period 2018-19 we experienced a turnover of 17 properties and two mutual exchanges with 12 new members joining the Co-op.

Our large scale Tenant Satisfaction Survey was carried out in February 2019 (this is done every 3 years). The results remain consistently high. 200 out of our 372 tenants were surveyed face to face by an external company. 99% of our tenants were overall satisfied with WGHC as their landlord and 100% were satisfied that their rent represents good value for money. In the year, we carried out 1,120 repairs. 96% of tenants surveyed said they were satisfied with the Maintenance Repairs Service.

Tenant Satisfaction Levels are an important area for the Committee of Management. All comments are taken on board, results analysed and areas identified for improvement. So please continue to give us your views. They are very much valued.

I would like to thank our dedicated staff for their outstanding work whose efforts have made 2018-19 another successful year for the Co-op.

And finally, I would like to thank my colleagues on the board, our Committee of Management. We should never forget they are volunteers who attend board meetings, training events and conferences on their own time, and without them the Co-op would not exist. They don't do it to be recognised— they do it because they have a strong sense of giving something back and making a difference. That is what being a Co-op is all about and I remain proud to be part of it.

My report is mainly focussed on the period March 2018 to April 2019 and it has certainly been a busy one.

We bid farewell to Gerry Gillies, our former CEO in July 2018 (after 29 years of dedicated service) and welcomed Larke Adger, our new CEO, in to post in September 2018. We also welcomed Alan McKee, our new Depute CEO in to post in December 2018.

In February 2019 Committee carried out a Skills Assessment Audit with an external consultant and received training on Governance and on the new Scottish Housing Regulator's Regulatory Framework. Committee also discussed plans for a Strategy Away Day in 2019-20 to work on priorities for a new Business Plan.

In March 2019, West Granton Housing Co-op joined ARCHIE (the Alliance of Registered Co-operatives and Housing Associations in Edinburgh) and I represented WGHC at the official launch held at the City Chambers. ARCHIE is an alliance of 8 smaller Edinburgh social landlords whose scope is to share expertise and good practice, by working together. I am looking forward to learning what opportunities and achievements can be enjoyed by this joint working initiative.

At WGHC we have always taken pride in being passionate about what we do and how we do it. I believe that this commitment in making sure our tenants are happy, our homes are safe and our communities are secure is what has underpinned WGHC for the past 29 years and will continue to do so in to the future.

## FINANCE

### Headline Results

Our financial statements for the year April 2018 to March 2019 were audited by Alexander Sloan, Chartered Accountants. The Auditors did not identify any problems during the course of their audit. They will report on the audit at the AGM.

The financial statements can be found on our website [www.westgrantonhousing.coop](http://www.westgrantonhousing.coop) or you can get a hard copy from the office or at the AGM.

Following a successful tenant consultation, rents increased by 2.6% in April 2018.

Revenue increased by 2.4% compared to last year and the Operating Surplus was £358,834, after taxation.

Cash balances were stable at £1,939,521. The Statement of Financial Position remains strong with nets assets having increased by £199,436 over the year. Net assets are the value of total assets less liabilities. These have increased as a result of the investment in housing properties, offset by the movements in debtors and creditors.

As a percentage of the rent due the gross arrears were 1.31% (2018, 1.1%). However, despite this increase WGHC continues to have very low rent arrears compared to most other social landlords for whom the last published gross arrears figures was 4.2% of annual income.

Interest cover remains exceptionally strong at 549.5% as at 31st March 2019.

Overall, the financial position of the Co-op remains strong.

### Our Performance

### How did we do?

The Annual Landlord Report on the Charter giving full details of our performance over 2018-19 will be sent out to all tenants in October this year.

For the purposes of this report some of the key performance results are summarised here:

- \* **98.5% of tenants said they were satisfied with the overall service provided by WGHC.**
- \* **100% of tenants said they were satisfied that WGHC kept them informed about their services and decisions.**
- \* **We carried out 147 emergency repairs in the year and it took us, on average, 2.62 hours to complete the repair.**
- \* **100% of our properties had their annual gas safety check completed within 12 months.**
- \* **We received 21 complaints in the year and upheld 14 of them.**

- \* **We had 1 tenancy abandonment and 1 eviction.**
- \* **We relet 17 properties and it took us an average of 29 days relet a property. We are looking to improve on our relet times for 2019-20.**
- \* **100% of tenants said they felt satisfied the rent for their home represents good value for money.**
- \* **100% of tenants who moved into their WGHC home in 2018-19 said they were satisfied with the standard of their home.**
- \* **98.6% of reactive repairs were carried out first time in the year.**
- \* **99.5% of tenants who had a repair carried out in the year, said they were satisfied with the Repairs & Maintenance Service**
- \* **We carried out 8 medical adaptations in individual properties and they took 26.2 days, on average, to complete.**